



# City of Seattle City Light Department

## DEPARTMENT POLICY & PROCEDURE

---

Subject

Number

**DPP 500 P III-109**

Effective 10/28/74

**REPORTING DISAGREEMENTS OR CONFLICTS  
WITH CITIZENS**

Supersedes 4-5-74

---

Approved

*Original signed and approved by G Vickery*

Page 1 of 3

---

### **1.0 PURPOSE:**

- 1.1 To provide a guide for reporting disagreements or conflicts which may occur between department employees and customers or other individuals during the normal course of business.

### **2.0 ORGANIZATION AFFECTED:**

The Department of Lighting

### **3.0 REFERENCES:**

N/A

### **4.0 POLICY**

- 4.1 All Lighting Department employees shall conduct themselves in a courteous, helpful and business-like manner when contacting customers, the general public or employees of other City, State or Federal agencies.
- 4.2 Disagreements or conflicts which occur shall be reported verbally to immediate supervision as soon as practical.

- 4.3 If, in the opinion of the immediate supervisor, the incident went beyond the levels of emotion or physical action normally encountered in the employee's daily work, the facts shall be documented by the employee and submitted to the immediate supervisor.

## **5.0 DEFINITIONS:**

N/A

## **6.0 RESPONSIBILITIES:**

- 6.1 Employee - The employee shall report incidents as provided above to his or her immediate supervisor.
- 6.2 Supervisors – Shall advise their employees of this policy and assist the employee as required in preparing and submitting the written report.

## **7.0 PROCEDURE:**

- 7.1 Employee reports verbally to the immediate supervisor as provided in 4.2.
- 7.2 If, in the judgement of the immediate supervisor, the facts of the Incident should be documented, the employee shall record the details and submit the report to the immediate supervisor.
- 7.3 Reports shall include, but are not limited to, the following information:
- Name (s) of the employee (s) involved.
  - Name (s) (when available) of the parties involved, including
  - Any witnesses.
  - Location of the incident (address, intersection, etc.,).
  - Time of the incident (hour and date).
  - Complete description of the incident.
  - Any other relevant information.
- 7.4 Reports shall be retained by the immediate supervisor for submittal to senior management upon request for a period of one year.

- 7.5 When a disagreement or conflict occurs in conjunction with a vehicle or other accident, the report shall be in addition to the required accident reports.

## **8.0 APPENDIX:**

- 8.1 Distribution – To all Department Policy Manuals.